

# Minimally Disruptive Medicine in the Safety Net

MDM Workshop

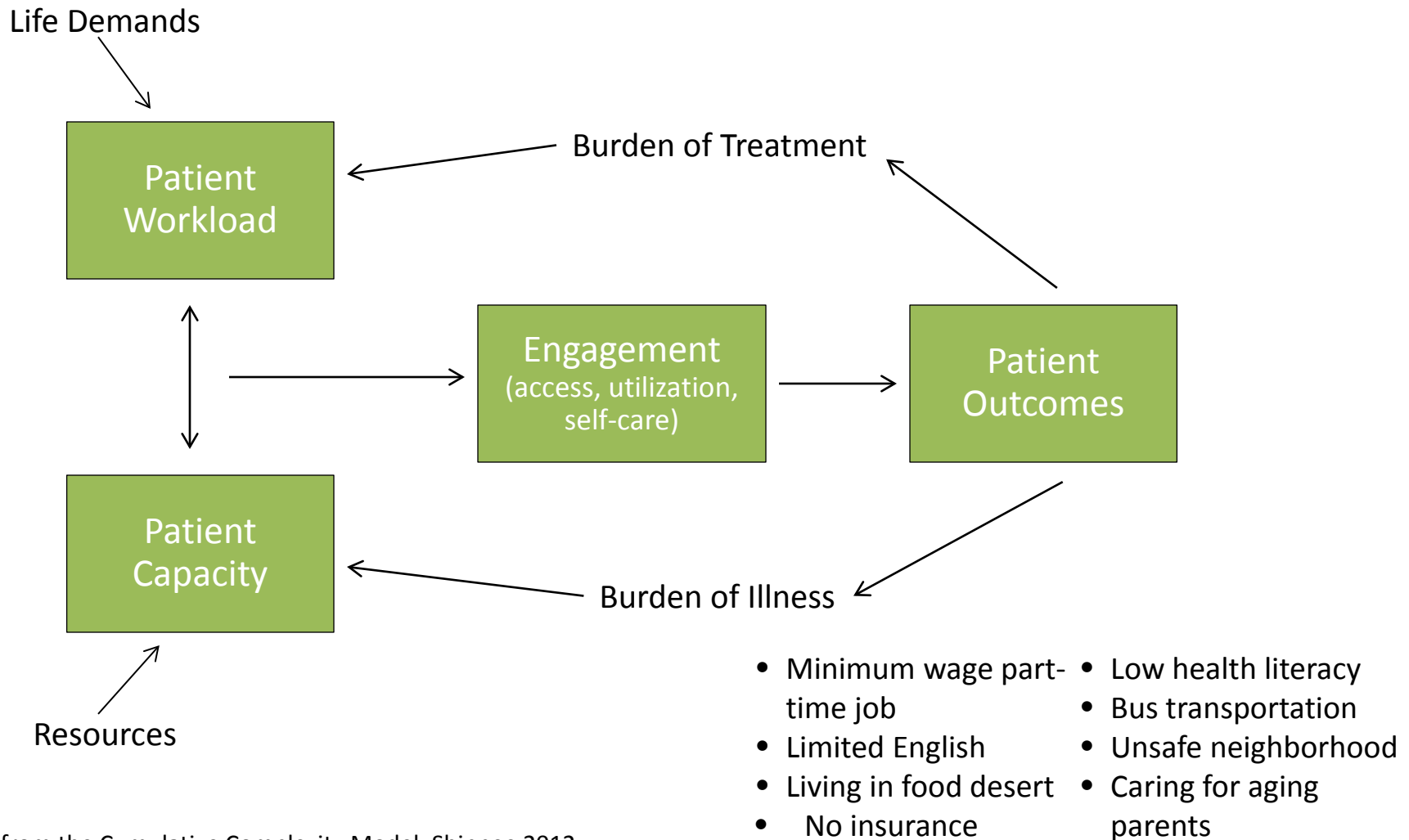
October 23, 2017

# Introduction

## Clinician-researcher at the U of MN

- Clinical:
  - Internist and pediatrician in primary care
- Research:
  - How to improve primary care for patients with chronic disease + social vulnerabilities
  - Part of HCMC's Center for Patient and Provider Experience

# Patients with Social Vulnerability



# Community Health Centers

## Mission:

- Improve access to care for low-income, underserved, and vulnerable populations
- Provide fully comprehensive range of primary care services
  - Health services
  - Diagnostic laboratory and radiologic services
  - Preventive health services
  - Emergency medical services
  - Pharmaceutical services
- Involve the community in both management and governance
  - Roots in community activism of the 1960s  
(Drs. Sidney and Emily Kark, Dr. Jack Geiger)



# Community-University Health Care Center

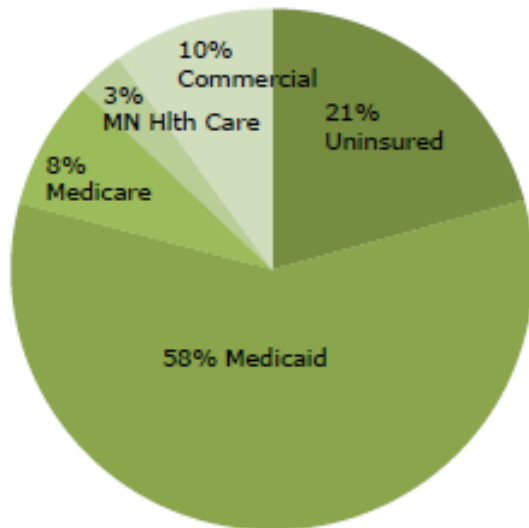


- FQHC affiliated with U of MN Academic Health Center
- Provides:
  - Medical, psychiatric, prenatal, dental and mental health care
  - Care coordination and pharmacy services
  - Legal services
  - Social work and financial services
  - Advocacy for domestic abuse and sexual assault
  - Interpretation (Spanish, Somali, Vietnamese, Hmong, Lao)

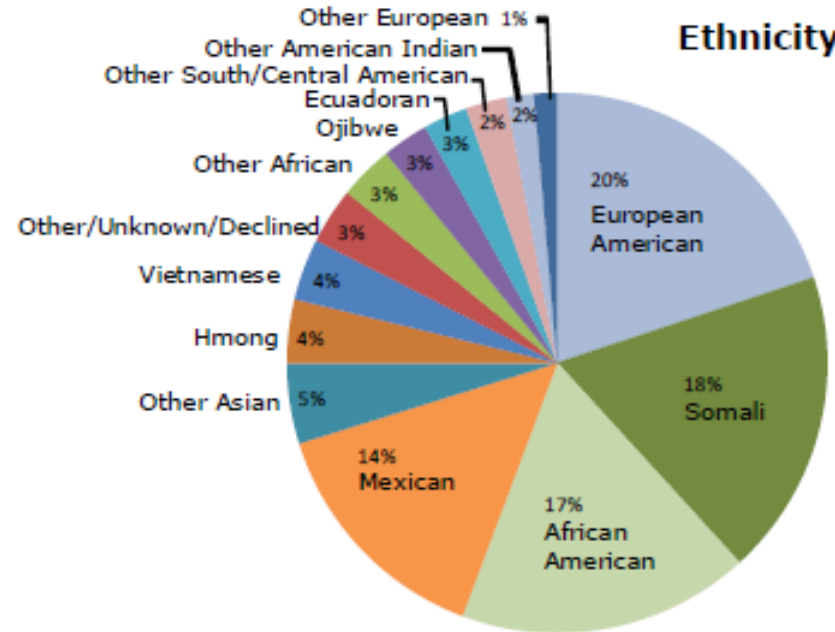
# Community-University Health Care Center

- Serves 11,000 patients through >55,000 visits

**Insurance Status**



**Ethnicity**



- Top non-English languages:
  - Spanish 15%
  - Somali 12%
  - Vietnamese 4%

# CUHCC



- Certified Health Care Home
- Certified Behavioral Health Home

→ Multidisciplinary Team-Based Care

# MDM in Action at CUHCC

- MDM: Seek to decrease the work of care while increasing the capacity of the patient to do the work.
  - Consider the patient's burden of care
  - Think about capacity to do all that we prescribe





# Team-based Care

- Medical:
  - Family medicine, internal medicine, pediatrics, nurse midwife
  - Care coordination services
  - Integrated behavioral health
- Dental
- Behavioral Health
- Psychiatry:
  - Case management services
  - Mindfulness and other group visits
  - Adult rehabilitative mental health services (ARHMS)



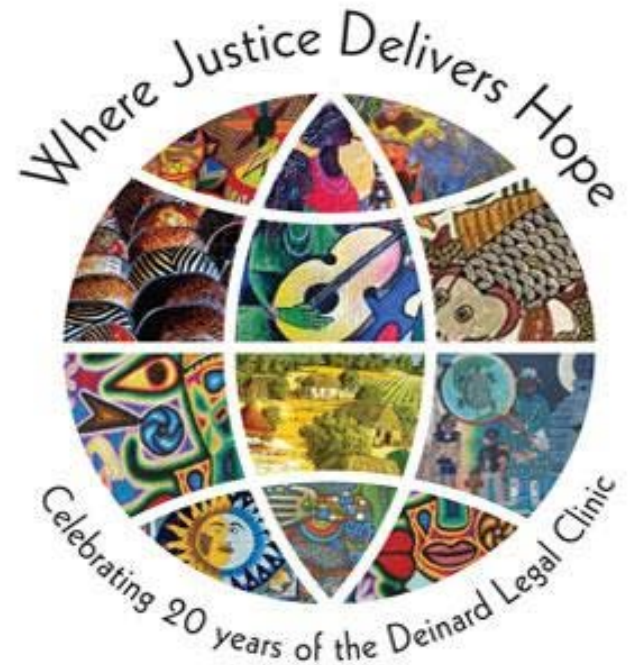
# Pharmacy Services

- Clinical pharmacists and residency program
  - Medication counseling & education
  - Comprehensive medication management
- 340B Drug Discount Program
  - Medication access



# Legal Services

- Stinson Leonard Street Legal Clinic
  - Free legal services for CUHCC patients
    - Family law (divorce, child support)
    - Guardianship and estate planning
    - Immigration
    - Housing
    - Government benefits
  - Partner since 1993



# Community Health Worker

- *Trusted, knowledgeable frontline health personnel who typically come from the communities they serve*
- Bridge cultural and linguistic barriers, expand access to care
  - Health education, goal setting
  - Home visits
  - Particular focus on HTN & DM



# Substance Abuse Services

- Tobacco cessation supports
  - Medical, pharmacy, community-based
- Screening and referrals for chemical dependency / substance abuse
  - Screening, Brief Intervention, and Referral to Treatment – integrated behavioral health
- Suboxone providers and nurse management
  - Treatment of opioid addiction
  - Team-based approach: clinician, nurse, behavioral health



# Professional Education

Mission: *to engage students in developing the knowledge, skills, and attitudes to provide excellent urban health care*

- 250 health professional students & residents
- Learn to provide care to those who:
  - face socio-economic barriers to health
  - have limited English proficiency
  - Varied cultural backgrounds



# Questions?

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